We were having issues with our equipment...the ICN was willing to help us out until we had our hardware issues resolved.

Data

Good value for the money. We get great speeds for a reasonable price. Technicians that come on site are usually very knowledgeable and helpful.
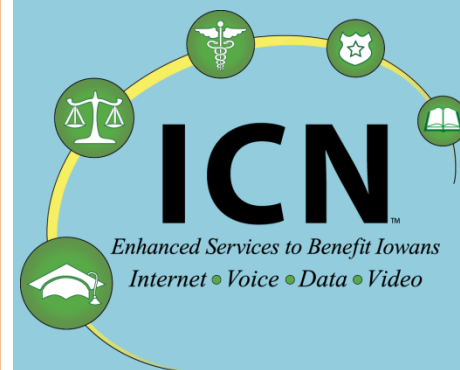
2014 ICN Customer Survey

Internet

We are able to get the information to doctors without a lot of travel involved and loss of income.

Voice

ICN is the gateway of communication. Very fast, reliable and friendly.

Video

Essential for our program (and others in bureau) to have teleconference 800 line for use.

ICN
Enhanced Services to Benefit Iowans
Internet • Voice • Data • Video

Contents

Methodology

The Iowa Telecommunications and Technology Commission, doing business as the Iowa Communications Network, is an independent executive branch state agency that administers a state-wide fiber optic network for the State of Iowa. Chapter 8D, Code of Iowa specifies the authorized users of the Network, which includes public and private education, state and federal governmental agencies, public libraries, hospitals and physician clinics, and National Guard Armories. Satisfaction of ICN authorized users is an integral part of the agency's mission.

One survey was released to groups within the ICN user base: account consultant contacts, technical support contacts, video scheduler contacts, billing contacts, and users who have had service desk requests resolved. The goal of the survey was to determine the overall customer satisfaction level, as well as the user satisfaction with the specific services impacting the respondents in each specialized group. For this analysis, all responses to specific questions from the specialized groups were aggregated to provide an overall response.

Contacts were compiled from existing spreadsheet listings. A total of 4,728 users were invited to take the surveys on April 10. This survey was developed and disseminated by ICN staff utilizing SurveyMonkey software with the window to respond between the initial invitation dates of April 10, 2014 through April 24, 2014. A reminder e-mail was sent by staff on April 21, 2014. Following are the response rates for the surveys:

Surveys	Total Invitations Sent	Invitations Successfully Received	Completed Surveys	Response Rate
2014 Total	4,728	3,976	551	14%
2014 Reminder Email	3,980	3,971		
2013 Total	3,483	3,112	522	17%
2012 Total	2,925	2,461	312	13%
2011 Total	2,307	2,172	281	24%

The response rate for the survey was 14 percent compared with a 17 percent response rate for FY 13. For this year there was an increase of 864 'Invitations Successfully Received', and 29 additional completed surveys from FY 13. ICN sent the same survey to all recipients, and modified the length of the survey from years past by combining many of the questions into a matrix format. By changing the format and question setup, comparing the results to historical data may have a dramatic effect when analyzing the categories. The survey included a skip logic feature that allowed respondents to answer sections of the survey that were applicable with their experiences only during the past fiscal year. There were also "open-ended" survey questions.

Additional items to note with the survey include:
- The 2014 surveys allowed ranking of services for the current fiscal year only.
- The "do not know/not applicable" responses were not included in the satisfaction calculations.
- Comments within the survey have only been altered if a specific functional area/employee was mentioned, to change misspelled words, and use capitalization needed for clarification.

<u>Terminology</u>
- ***Accountable Government Act (AGA) Performance Plan Target*** – Iowa agencies are required to annually submit a plan indicating measure for agency outcomes relating to each of their core functions. ICN has set a target of 85 percent satisfaction for the Service Order experience, Notification/Update experience, Service Installation experience and the Billing experience.
- ***ICN Services*** – Voice, data, Internet, and video specific products.
- ***ICN Personnel Conduct*** – Personnel conduct includes the delivery of the product and attributes such as professionalism, timeliness, and follow-through with customers.
- ***Satisfaction Score*** – This rating is the combination of the Very Satisfied and Satisfied rating for each item. The "Don't Know" and "Not Applicable" responses are not considered in determining this score.

Executive Summary

The ICN annually requests feedback from authorized users to take a pulse of their satisfaction regarding services provided. The measures generated by the surveys are included in the Accountable Government Act performance evaluations.

Demographic Information

By what type of organization are you employed?

Answer Options	Response Percent	Response Count
K-12 School (including Area Education Agencies)	39.0%	215
Higher Education (Regents Universities, Community Colleges, Independent Colleges and Universities)	8.2%	45
Executive Branch (State Agency)	39.2%	216
Judicial Branch	2.0%	11
Legislative Branch	1.3%	7
Federal Agency	0.7%	4
Public Library	4.2%	23
Healthcare Organization	3.8%	21

Other
- Credit union for state employees
- WIA Not for profit Employment and Training Program
- Nonprofit
- Professional organization

- Public utility
- Pre K - 12
- Government
- Environmental Protection

Overall Satisfaction

Overall, how satisfied are you with the services you receive from ICN?

Answer Options	Response Percent	Response Count
Very Satisfied	53.0%	292
Somewhat Satisfied	30.1%	166
Somewhat Dissatisfied	5.4%	30
Very Dissatisfied	1.8%	10
Don't Know	Not included in response count	53
Response Count *Does not reflect 'Don't Know'*		**498**
	Total Satisfaction	**91.97%**

Almost 92 percent of those responding to this question were either somewhat satisfied or very satisfied with the overall satisfaction of services received from the ICN, which is similar to last year's score. The overall satisfaction score is a 2.77 percent increase from FY 13 overall satisfaction rating. Overall 7.2 percent of the respondents indicated dissatisfaction with the overall satisfaction of services received from the ICN.

How would you rate the value of the services you receive from ICN?

Answer Options	Response Percent	Response Count
Excellent Value	31.2%	172
Good Value	38.5%	212
Fair Value	13.1%	72
Poor Value	3.3%	18
Don't Know	Not included in response count	77
Response Count *Does not reflect 'Don't Know'*		**474**
	Total Value	**81.01%**

Just over 81 percent of those responding to this question indicated that the value of ICN services was either an excellent or good value, as compared with 81.9 percent satisfaction score last year. Just over 16 percent of the respondents indicated that ICN services were either a fair or poor value.

How likely would you be to recommend additional ICN services to decision makers within your organization or your peers?

Answer Options	Response Percent	Response Count
Very Likely	*41.7%*	230
Somewhat Likely	*30.3%*	167
Somewhat Unlikely	*7.6%*	42
Very Unlikely	*6.7%*	37
Don't Know	*Not included in response count*	75
Response Count *Does not reflect 'Don't Know'*		**476**
Total Likeliness		**83.40%**

Over 83 percent of those responding to this question indicated that they would be very likely or somewhat likely to recommend ICN services to decision makers in their organization or to their peers. This rate is one percent lower than the 2013 response, and is considered a consistent rating.

How often do you typically use the following ICN services?

Answer Options	Daily		Weekly		Monthly		Quarterly		Yearly		Don't Know		Response Count	At Least Monthly
Internet	307	*96.54%*	1	*0.31%*	3	*0.94%*	3	*0.94%*	4	*1.26%*	*Not included in response count*	85	**318**	**97.80%**
IP Video Conferencing	16	*11.94%*	21	*15.67%*	31	*23.13%*	27	*20.15%*	39	*29.10%*	*Not included in response count*	228	**134**	**50.75%**
MPEG Video Conferencing	11	*18.64%*	6	*10.17%*	10	*16.95%*	6	*10.17%*	26	*44.07%*	*Not included in response count*	283	**59**	**45.76%**
Voice over Internet Protocol (VoIP)	45	*57.69%*	5	*6.41%*	9	*11.54%*	3	*3.85%*	16	*20.51%*	*Not included in response count*	259	**78**	**75.64%**
Desktop Telephone Sets/Features/Voice Mail (Voice/Phone)	178	*89.45%*	8	*4.02%*	3	*1.51%*	3	*1.51%*	7	*3.52%*	*Not included in response count*	162	**199**	**94.97%**
Long Distance / Toll Free (Voice/Phone)	172	*72.88%*	42	*17.80%*	13	*5.51%*	4	*1.69%*	5	*2.12%*	*Not included in response count*	141	**236**	**96.19%**
Reservationless Plus Teleconferencing (Voice/Phone)	25	*14.71%*	39	*22.94%*	63	*37.06%*	27	*15.88%*	16	*9.41%*	*Not included in response count*	191	**170**	**74.71%**
Ethernet (Data)	174	*88.78%*	10	*5.10%*	5	*2.55%*	0	*0*	7	*3.57%*	*Not included in response count*	165	**196**	**96.43%**

Service														
Private Line [Leased & Dedicated] (Data)	46	82.14%	2	3.57%	2	3.57%	0	0	6	10.71%	Not included in response count	282	56	89.29%
Firewall Requests (Data)	26	49.06%	7	13.21%	4	7.55%	6	11.32%	10	18.87%	Not included in response count	281	53	69.81%

Comments:
- Actually I do know, I never use it.
- I do not use the ICN. We provide the ICN room at my place of employment, a public library.
- In the middle school we do not use the ICN very often.
- I don't know what the above services are. We use the ICN system primarily for college courses for students.
- We only have internet of 100mg and the ICN room that gets used maybe on a monthly basis. Will be going VOIP next year, with Cisco.
- Recently there has been a lot of problem with ICN not working thus disconnecting our data system from the users in the field.
- I put yearly because honestly I have only used the ICN for its purpose of communication throughout Iowa twice in my 11 years as an educator/principal.
- We've used only the classroom distance audio/visual service.
- We have not had opportunity to use ICN in the last school year.
- We have an ICN cart that is about 15 years old. We maybe have 4-5 uses of the cart per/year. We were wondering how we can discontinue this service and what to do with the cart.
- Recently the internet keeps dropping and is slower to refresh than it used to be.
- The central DHS office may use more of the other services but our local DHS office only uses the two marked daily.
- All Don't Knows are actually "Never"
- We do not use ICN phone services.
- We do not use ICN for any services.
- We don't use it and don't need it with other technology options. ICN is antiquated option anymore. No one has used it in our district in over a year.
- I'm not sure what our ICN use would be called. We just receive transmissions for workshops, classes, etc. We are not an origination site. There is usually at least 1 - six week class per year and then other requests for the ICN equipment come up quarterly.
- I have been with the organization 2 months and haven't used it.
- We never used the system.
- I try not to use ICN, if other options are available due to historical poor quality of service. Strongly dislike the ICN telephones.
- The internet connections are painfully slow.
- Cannot mark some - no response for "currently do not use"
- The only service we use is IP Video Conferencing.
- There wasn't a response option for "Do not use". I used Don't know in those situations.
- We only use long distance service.
- I have not used the ICN, to my knowledge, for over one year, unless something is on/over ICN and I don't know it.
- Unsure if ICN is the provider used for most of the services
- I very rarely use ICN.
- Various other services and coordination

- Not sure what IP or MPEG Video Conferencing are, but have been using Apple Facetime and Video through GoToWebinar a lot more lately, wondering if ICN offers something comparable?
- We do not use the ICN for any of the above items.
- Our students take a PSEO course every M,W,F
- I am not sure of all the services we use or have connected to our phones or computers
- Since the sale or lease RFP of the ICN, your rates are NO LONGER the lowest and most cost effective! You need to adjust your rates and open up the services you provide to incorporate more local and state agencies.
- I cannot answer these because I am only in billing and do not use these services which are at a different location.
- All the "Don't Know" responses are really "Never"
- I am not sure if my answer is correct, we broadcast to 30+ sites for 3 hour seminars.

What is your level of awareness of the following ICN services?

Answer Options	High Awareness		Some Awareness		Minimal Awareness		I didn't know ICN offered this service		Response Count	At Least Some Awareness
Data	129	30.14%	137	32.01%	99	23.13%	63	14.72%	428	62.15%
Internet	210	48.50%	122	28.18%	68	15.70%	33	7.62%	433	76.67%
Video	103	24.35%	143	33.81%	130	30.73%	47	11.11%	423	58.16%
Voice (Phone)	154	35.90%	120	27.97%	106	24.71%	49	11.42%	429	63.87%

Findings: There was a significant increase in the high awareness percentage for Voice services (35.90%) compared to FY 13 (22.55%). When totaling the 'at least some awareness' Voice service was the only percentage with a slight increase (2.11%) from the FY 2013 customer survey. The other service options had percentage decreases within this awareness question, with Video having a significant decrease of 12.23%.

Services and Other Information

Findings: The percentage of "Don't Know/Not Applicable" responses for all service areas is quite high, leaving a small sample size of respondents having an opinion. The sample size is an important feature of any empirical study in which the goal is to make inferences about a population from a sample. Due to the small sample size some of the conclusions that might be reached may not be appropriate.

Rate your satisfaction with the following ICN services?

Answer Options	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/ Not Applicable		Response Count	Satisfaction Score
Internet	189	60.38%	95	30.35%	22	7.03%	7	2.24%	*Not included in response count*	22 / 73	313	90.73%

Service	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied		N/A	Answered / Skipped	Response Count	Satisfaction %
IP Video Conferencing	55	47.83%	47	40.87%	7	6.09%	6	5.22%	Not included in response count	38 / 212	**115**	**88.70%**
MPEG Video Conferencing	22	45.83%	18	37.50%	4	8.33%	4	8.33%	Not included in response count	46 / 261	**48**	**83.33%**
Voice over Internet Protocol (VoIP)	38	57.58%	21	31.82%	4	6.06%	3	4.55%	Not included in response count	43 / 241	**66**	**89.39%**
Desktop Telephone Sets/Features/Voice Mail (Voice/Phone)	107	57.53%	63	33.87%	11	5.91%	5	2.69%	Not included in response count	30 / 154	**186**	**91.40%**
Long Distance / Toll Free (Voice/Phone)	157	70.40%	60	26.91%	3	1.35%	3	1.35%	Not included in response count	26 / 136	**223**	**97.31%**
Reservationless Plus Teleconferencing (Voice/Phone)	94	62.67%	48	32.00%	4	2.67%	4	2.67%	Not included in response count	39 / 183	**150**	**94.67%**
Ethernet (Data)	117	64.29%	55	30.22%	8	4.40%	2	1.10%	Not included in response count	40 / 148	**182**	**94.51%**
Private Line [Leased & Dedicated] (Data)	29	56.86%	18	35.29%	2	3.92%	2	3.92%	Not included in response count	43 / 260	**51**	**92.16%**
Firewall Requests (Data)	19	40.43%	24	51.06%	3	6.38%	1	2.13%	Not included in response count	44 / 257	**47**	**91.49%**

Findings: In past years, ICN asked a series of questions within the services sections that focused on Voice, Data, and Video service options. Due to the format, survey respondents communicated that the length of the survey was time consuming; which is the reasoning the format for FY 14 combined service options within a matrix question focusing on satisfaction. Due to the change in format, it may be difficult to compare historic data. If the format stays consistent moving forward, data will build upon this first year.

For the FY 14 survey, seven of the ten options calculated a satisfaction score to be over 90 percent. It could be assumed from the 'Not Applicable' count that due to the technical nature of the answer options that survey responders are not familiar with the service naming conventions. Response counts higher than 100 in the 'Very Satisfied' category included: Internet, Desktop Telephone Sets, Long Distance, and Ethernet.

Comments:
- We would like more assistance with DDoS attacks on our school districts
- ICN needs to somehow find a way to lower Long Distance rates.
- Internet is slow. Would like more privacy options on the teleconference system
- Connections between buildings should be able to move much faster in the data realm than they do. I get told a lot that I cannot move large data files because they take up too much bandwidth.
- Recently the internet keeps dropping and is slower to refresh than it used to be.

- I find the ICN customer service to be THE biggest issue and stumbling block. Communication must improve. Calls must be returned in a very timely matter when dealing with technology problems and issues.
- Not sure to say somewhat satisfied or somewhat dissatisfied-only because of technical problems that occur on and off. Also, my understanding is that video recording for IP video classrooms is not up and running yet-which is a major function of the IP video classroom.
- We do not use ICN for any services.
- Generally, pleased with the access through this service. There are occasional issues - more than for Internet "classes" but I do think the advantage of seeing and speaking directly to people is well worth the obstacles.
- We never used the service.
- Internet is often very slow.
- Internet service is terrible with long wait times and even timeouts end up wasting considerable time each day
- Cannot mark some - no response for "currently do not use"
- We do have problems with incoming calls at times.
- Our room equipment is very old, but our budget does not allow for replacement at this time
- I am not well informed of which services we receive come from ICN and what the costs are.
- ICN was wonderful to work with but it was frustrating to jump through all the hoops that our agency required to enter a service request. Also, once a service request was submitted only the authorized agent was notified that the request was open. I think this is on the agency and not something that ICN as control over.
- When joining a conf[erence] call with other state agencies, we cannot break in for discussion and quality of audio is poor
- I do not use ICN services. Most training is in webinar form now.
- Very satisfied. Various other services and coordination
- We use our local phone company for Internet access.
- Equipment at ICN sites is out of date and often requires troubleshooting while in session.
- I cannot answer these because I am only in billing and do not use these services which are at a different location.
- Left messages with no response.
- We only utilize the internet services.
- I have repeated emailed two people trying to get answers to my questions about why we can't go from 26mb to 50mb. Their responses have been slow to say the least. Very frustrating. I spent several months with this issue and finally I got a reasonable response. Still unresolved though.
- service and reliability are great, price is not good
- Not satisfied, It seems like we are having more problems every month

Approximately how often do you typically contact (by phone or email) the following ICN functional areas?

Findings: The total "Never" response numbers are high, which are not included in the total count, but it leaves a small sample size of respondents having an opinion. The sample size is an important feature of any empirical study in which the goal is to make inferences about a population from a sample. Because of the small sample size some of the conclusions that might be reached may not be appropriate.

Answer Options	Daily		Weekly		Monthly		Quarterly		Yearly		Never		Total Contacts	Contacts at least monthly	FY 13 Response Count (at least one contact)
Management Team	0	0	4	4.40%	19	20.88%	18	19.78%	50	54.95%	Not included in total count	298	91	25.27%	N/A in FY 13
Account Consultants	0	0	13	11.30%	18	15.65%	24	20.87%	60	52.17%	Not included in total count	272	115	26.96%	120 out of 221
Project Management Staff	0	0	10	14.71%	9	13.24%	15	22.06%	34	50.00%	Not included in total count	313	68	27.94%	38 out of 172
Installation & Service Order Staff	4	3.36%	8	6.72%	14	11.76%	30	25.21%	63	52.94%	Not included in total count	271	119	21.85%	207 out of 349
Billing Staff	0	0	3	3.45%	20	22.99%	23	26.44%	41	47.13%	Not included in total count	300	87	26.44%	77 out of 118
Maintenance and Repair Staff	2	1.31%	9	5.88%	27	17.65%	47	30.72%	68	44.44%	Not included in total count	236	153	24.84%	Unable to compare from FY 13
Video Scheduling / Support Staff	3	3.30%	8	8.79%	15	16.48%	26	28.57%	39	42.86%	Not included in total count	295	91	28.57%	78 out of 381
Technician Labor and Wiring Staff	2	2.33%	8	9.30%	14	16.28%	28	32.56%	34	39.53%	Not included in total count	294	86	27.91%	48 out of 288
NOC / Help Desk	4	2.33%	22	12.79%	43	25.00%	49	28.49%	54	31.40%	Not included in total count	218	172	40.12%	280 out of 502

Findings: There is no historic data to compare this question, since it replaced measuring each functional area separately. For the FY14 survey, the 'Total Contact' numbers are low when asked how often a respondent contacts ICN functional areas. When combining the FY14 daily, weekly, and monthly contacts the percentages that contact the functional areas are within the 20 – 29 percentage ranges.

Evaluating survey results from past years indicated that there was a high volume of respondents that selected a zero response count when measuring contacts. Prior to FY 14, separate surveys were distributed to the various user groups. For example, ICN staff did not expect the accounts receivable person to have contact with the wiring technician. The FY 14 survey contacts can be compared to the FY 13 response count from the 'FY 13 Response Count' column. ICN staff was unable to compare 'Maintenance and Repair Staff' contacts to FY 13 data, since the maintenance and repair question was asked two separate audiences 'outside and inside of Des Moines'.

Comments:
- The techs sometimes come here unannounced, which is not to our liking. It may be your equipment, but it is our building and our student's safety. So don't be rude with the secretary when she asks you to sign in and questions you being there.
- Project Management and Billing Staff; we have had ICN Internet services LIVE for 6 months, we were never billed/invoiced for the first 4 months, when we were billed 4 months after our GO LIVE, there has not been 1 correct invoice based on the contract we signed with ICN.

- Issues with ICN cart.
- If this survey said do you contact the help desk 3 to 4 times a year it makes better sense as do I call the NOC quarterly, no but I may contact them 4 times a year.
- Recently the internet keeps dropping and is slower to refresh than it used to be.
- I have dealt with ICN for several years and very few times have I had to have contact with anyone but yearly was the closest that I could come to answer - and that is really more often that I have had to call them.
- I don't make these types of contacts myself. Either our Director of Technology or our Director of Finance makes these contacts on behalf of our school district.
- Instead Daily, weekly etc. this should ask frequently, often, never etc.
- Cannot mark some - no response for "other staff of ours contact"
- There some weeks I have called them daily.
- Once in a while we have trouble with conference calls like loud noises or echoes on the line, and don't remember how to get help.
- Not sure what 'NOC' stands for
- Sometimes daily
- Only contact what I need to when something happens so may be more than never or less than yearly
- After the account was set up, it works fine and I haven't had to contact anyone!
- I do not deal directly with ICN staff on any kind of a regular basis. I am a secondary customer. I know I often get told - waiting for ICN staff to call us back, ICN staff don't seem to understand the word "emergency" or what good customer service is. I think what is really needed is good accountable supervision throughout all levels of the ICN - I mean personnel supervision. I think the ICN line staff are knowledgeable; just need to improve the quality, quantity, efficiency and effectiveness of their work. Based upon my experiences,
- ICN Support and Scheduling staff have been very responsive and helpful.
- Only have to contact someone if there is a billing issue.
- Again - very poor customer service when we had an account with ICN.
- Our unit has designated individuals make these contacts (IT Staff). When they do come out or respond to concerns, I have been very satisfied.
- I don't know if the ICN staff is our department's help desk. Not sure what your questions relate to.
- I'm not exactly sure which department the people I've been contacting are in.
- It seems like every time I get the schedule set up there is some site that gets cancelled at the last minute. If you have a site that is approved months in advance they shouldn't schedule a remodel until after the series is over. My scheduler is great and helps out at a moment's notice

How satisfied are you with the following agency attributes?

Answer Options	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know / Not Applicable		Response Count	Satisfaction Score
Quality of responses to questions and concerns	155	*61.75%*	74	*29.48%*	16	*6.37%*	6	*2.39%*	*Not included in total count*	32 / 121	**251**	**91.24%**
Timeliness of responses	158	*62.45%*	67	*26.48%*	18	*7.11%*	10	*3.95%*	*Not included in total count*	32 / 118	**253**	**88.93%**

Attribute										Total	
The knowledge level of ICN personnel	157	63.05%	75	30.12%	12	4.82%	5	2.01%	Not included in total count	33 / 118	249	93.17%
ICN staff keeps you informed of changes	110	47.41%	86	37.07%	22	9.48%	14	6.03%	Not included in total count	34 / 132	232	84.48%
Ability to anticipate needs	85	43.81%	76	39.18%	20	10.31%	13	6.70%	Not included in total count	45 / 156	194	82.99%
Proactively provides assistance	99	49.01%	61	30.20%	27	13.37%	15	7.43%	Not included in total count	41 / 153	202	79.21%
Professionalism	178	69.26%	62	24.12%	11	4.28%	6	2.33%	Not included in total count	27 120	257	93.39%
Updates on service status	118	52.44%	72	32.00%	21	9.33%	14	6.22%	Not included in total count	37 / 136	225	84.44%
Responsiveness	156	61.90%	71	28.17%	11	4.37%	14	5.56%	Not included in total count	29 / 119	252	90.08%
Follow-through	149	61.07%	68	27.87%	13	5.33%	14	5.74%	Not included in total count	32 / 123	244	88.93%
Service met your objectives	157	63.05%	68	27.31%	15	6.02%	9	3.61%	Not included in total count	31 / 119	249	90.36%
Overall Agency Performance	146	56.37%	90	34.75%	16	6.18%	7	2.70%	Not included in total count	33 / 113	259	91.12%

Findings: There is no historic data to compare this question; however similar types of questions were asked in past years to measure the attributes for each functional area. In years past there were high volumes of respondents that indicated that they had not contacted the functional area, which provided limited measurement results for the attributes. By changing the focus to agency attributes, one may conclude and relate the areas for focus to the entire agency and not only to the specific functional area. All attribute percentages were in the 80 percent or higher range, with the exception of one area of 'proactively provide assistance' which received a 79.21 percent. Overall Agency Performance was 91.12 percent. Attributes with a 90 percent or higher include: quality of responses to questions and concerns, knowledge level of ICN personnel, professionalism, responsiveness, and service met your objectives.

Comments:
- We would like notification before a service tech arrives; they typically just show up in a window of time.
- NOC and Service have been terrific!
- At times it has taken multiple emails to get questions answered. Updates are not provided unless I dig for them.
- The phone guys that come to locations are great! The data flow is the problem.
- Had to have assistance - my phone stopped rolling to voice mail. Quick response and repair. Had to have 2 requests to fix our fax machine - it wasn't receiving faxes during off hours. First time didn't fix it.
- Again....we have had ICN Internet services LIVE for 6 months, we were never billed/invoiced for the first 4 months, when we were billed 4 months after our GO LIVE, there has not been 1 correct invoice based on the contract we signed with ICN.
- Lack of clear communication that the ICN does not perform a particular service would be better than closing a ticket without explanation.

- Excellent company to work with!
- The bill is pages and pages long. I usually just print one page of it.
- It seemed to take a long time to get billing contact person switched after a change in staffing.
- Extremely pleased with the level of service we receive from anyone we work with!
- Don't contact directly, work through agency help desk
- NOC/Scheduling issues-does a very good job, is always pleasant, knowledgeable, and if they don't know the answer, they find out and will get back as quickly as possible.
- Changed circuit provider, and went from a DS-3 to Ethernet without warning me that it was going to happen and that we could no longer use our ICN classroom!
- Anytime our Agency has worked with ICN staff, they have been very professional and they come in and get the job done.
- Have to prompt for updates, at times, when outages occur. Not always notified of downtime, planned or unplanned.
- We built an addition to the high school in 2007 with an area designated for an ICN classroom. We asked for assistance to furnish and equip the room and was told ICN was between technologies. There was little to no support, no follow-up, nothing. We still are not up and running! Sad and hard to explain to our public.
- Usually hear no updates/status on issues
- I like the alerts when there are known issues with the internet. Receiving these has helped in answering questions when our Technology Coordinator is out of the district.
- Constant outages of points in my radio network. Very poor quality service. Constant outages
- I don't have to deal directly with ICN for the most part unless there is a billing question
- ICN seems to function as silos and joint meetings when projects occur, do not seem to occur. Your teams at the ICN really need to talk! You could have a phenomenal product if this started to occur!
- Staff is happy to assist once they know there are issues. However, the ICN system is so antiquated that they are not able to predict issues.
- NOC is great. Responsive, easy to work with. Other departments not near the quality of the NOC
- The staff is great for the most part. I don't think that I should be told not to broadcast again from a site because it never works, I think that they should try to remedy the situation.
- Excellent level of support.

Have you had an ICN service issue in the past year?

Answer Options	Response Percent	Response Count
Yes	*44.7%*	185
No	*55.3%*	229

Findings: There is no historic data to compare this question. A total of 414 respondents answered this question, and 185 (44.7%) indicated that they did have a service issue in the past year, and 229 (55.3%) indicated that they did not have an issue. A similar type of question was asked in past years which included a metrics from 0 – 10. The FY 13 survey findings indicated that 44% have zero contacts, 30% had 1-3, and 25% had between 4-10 contacts (*FY 13 question: Approximately how many contacts have you had with ICN Service Desk in the past year)*. It was determined that the contact range for this question was insignificant, so a yes or no format was created. If respondents did not have service issues during FY 14 (answered No), they were directed to the next series of questions and did not rank NOC attributes.

If yes, with which service?

Answer Options	Response Percent	Response Count
Voice	*39.5%*	66
Video	*22.2%*	37
Internet	*48.5%*	81
Data	*23.4%*	39

Findings: There is no historic data to compare this question. If respondents answered 'yes' to the question *'Have you had an ICN service issue in the past year'*, they were directed to select the service they had issues with. A total of 223 responses were received; Internet and Voice services had the highest percentage rate.

Comments:
- CASH ADVANCE MACHINE CONNECTION
- Fax machine
- Fiber cut in NE IA and no redundant route to keep schools or healthcare services Online.
- ICN cart sound issue
- Recently the internet keeps dropping and is slower to refresh than it used to be. DHS central office staff have reported it.
- We needed to get ICN services going for our local office
- DHS had ICN upstairs on 4th floor, but discontinued.
- Teleconferencing
- T-1 audio
- Blue jeans and reported to our IT
- I am not sure about this I just know that every time we do a seminar something goes wrong and there is a delay in broadcasting.

Did you report the problem to ICN's Network Operations Center [by phone 515-725-4400 or email ICNServiceDesk@iowa.gov]?

Answer Options	Response Percent	Response Count
Yes	86.2%	144
No	13.8%	23

Findings: There is no historic data to compare this question; however ICN wanted to verify if respondents are having a Network or service issue that they are notifying the Network Operations Center. Of the 167 respondents that answered the question, 144 (86.2%) indicated that they report their issues to ICN's Network Operations Center.

How satisfied are you with ICN's Network Operations Center's performance?

Answer Options	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know / Not Applicable		Response Count	Satisfaction Score
Promptness of answering inquiries	100	68.03%	36	24.49%	6	4.08%	5	3.40%	*Not included in response count*	11 / 19	**147**	**92.52%**
Knowledge level of staff	97	66.90%	36	24.83%	9	6.21%	3	2.07%	*Not included in response count*	11 / 19	**145**	**91.72%**
Timeliness of information and updates	81	56.64%	36	25.17%	19	13.29%	7	4.90%	*Not included in response count*	11 / 21	**143**	**81.82%**
Correctness of service installation/restoration	88	62.86%	36	25.71%	9	6.43%	7	5.00%	*Not included in response count*	11 / 21	**140**	**88.57%**
Professionalism of staff	105	71.92%	35	23.97%	4	2.74%	2	1.37%	*Not included in response count*	10 / 19	**146**	**95.89%**
Courteousness of staff	106	72.11%	35	23.81%	5	3.40%	1	0.68%	*Not included in response count*	10 / 19	**147**	**95.92%**
Overall NOC Performance	84	59.57%	44	31.21%	7	4.96%	6	4.26%	*Not included in response count*	12 / 20	**141**	**90.78%**

Findings:

Promptness of answering inquiries: Over 92 percent of those responding were either somewhat satisfied or very satisfied with the promptness in which the NOC answered inquiries. This is consistent with the 2013 satisfaction score of 95.85 percent. Dissatisfaction responses totaled 7.48 percent.

Knowledge of service representatives: Over 91.7 percent of those responding were either somewhat satisfied or very satisfied with the knowledge of the NOC service representatives, which is a decrease with last year's score of 97.31 percent. Over eight percent indicated dissatisfaction with knowledge level of the NOC personnel.

Timeliness of information and updates: Over 81 percent of those responding were either somewhat satisfied or very satisfied with timeliness of information and updates received from the NOC, which is a significant decrease with last year's score of 92.66 percent. Over 18 percent indicated dissatisfaction with the timelines of information and updates received from the NOC.

Correctness of service installation/restoration: The total satisfaction score was included in the eighty-eight percent range. Of those responding were either somewhat satisfied or very satisfied with the correctness of service, which is a 4.32 decrease from the FY 13 customer survey of 92.89 percent, but still considered consistent with last year's score. Over 11 percent indicated dissatisfaction with the promptness of answering inquiries by the NOC personnel.

Professionalism of service representatives: Almost 96 percent of those responding were either somewhat satisfied or very satisfied with the professionalism of service representatives. Just over 4 percent of the respondents indicated dissatisfaction with the professionalism of the NOC service representatives.

Courteousness of service representatives: Almost 96 percent of those responding were either somewhat satisfied or very satisfied with the courteousness of NOC personnel which is consistent with last year's score. Just over 4 percent indicated dissatisfaction with the courteousness of NOC personnel.

Overall Service Desk/Network Operations Center (NOC) Performance: Over 90 percent of those responding were either somewhat satisfied or very satisfied with the overall NOC performance which is consistent with the FY13 score of 96.18 percent. Over nine percent indicated dissatisfaction with the overall performance of the NOC.

Comments:
- The individuals at the state level are very accommodating and courteous. However, the equipment maintenance and workability at the various ICN sites across the state leaves a lot to be desired. Many times there are issues with the equipment - can see, but can't hear; sound quality; electronic feedback creates unbearable noise, etc. More training needs to be done in these sites throughout the state. We have been charged for usage when we did not receive the full benefit of the service which makes us give consideration to other video conferencing sources like "go to meeting".
- I did not personally contact the operations center, someone else within the department completed this task.
- Again, it took two calls to get the fax machine to accept after-hours faxes.
- Again, we experienced a fiber cut in NE IA and no redundant route to keep schools or healthcare services Online in NE IA.
- Issues have been turned into DHS helpdesk and they have contacted ICN.
- DHS not individual.
- Have had a couple of outages over the past year. Would get updates when asked for them. But I had to call a problem in for notification of the issue. If there is a fiber break, or other service related causality, notification of the event is critical to my operation.
- ICN personnel visited so emailing ICN wasn't considered necessary. The issues were known.
- An 18 hour outage is NOT acceptable. The repair cable lying in a ditch, frequently traversed by snowmobiles, is also not acceptable.
- Once we ask for help, the response is very timely. However, our ICN session time is absorbed into repair time while the other sites are waiting for the repair.
- These are state-wide ICN meetings that I am involved in and the call was made by the meeting originator. These ICNs either didn't work at all or sound quality was poor at some sites, but worked at others. We actually have stopped using the ICN for our monthly meetings.

In what ways do you appreciate ICN services?
Comments:
- Great staff.
- Provides opportunities for students and teachers get instruction from a different location without traveling.
- The people, the system, and the cost
- Ability to teleconference
- At one time it was the best way to get outside the classroom
- Internet
- The telephone conferencing is easy to work with.
- Provided excellent bandwidth, happy they lowered their prices.

- Pricing and support.
- Appreciate the network and support.
- Special activities are projected for students. Professional Development. Community
- Cheap internet
- They are all in one place
- It allows us to provide courses locally for our students.
- In-house & others do the maintenance & it works
- Project Management Services
- Quickness of response.
- Just the fact that there is another telco vendor that has the core infrastructure that can scale for today's needs and future needs.
- Classroom services are convenient for meetings in multiple locations. when it works, it's great.
- Internet
- Fast internet and good phone service
- Great long distance phone service at a very reasonable price
- It works.
- Cost effective, reliable service
- Video conferencing allows us to more easily reach a specific population.
- Generally consistent operations with minimal disruptions.
- Internet, long distance
- Speed
- Great value, especially for the money.
- Scheduling staff and tech staff are very friendly and able to work with our schedules.
- All of our phone, internet and data is provided by ICN
- Reliable Internet services
- Connecting with others
- Overall the service is really good and it's a great way to offer classes to other communities.
- Courses available for students
- If they don't know the answer, they find someone who will. When there is an error, they sincerely apologize and then are quick to make it right.
- It is a big savings in long distance expense.
- All, ease of use.
- Internet service fast and affordable
- When we do have outages they are always on top of things and get services up and running within acceptable time frames.
- Economical
- We do not use ICN for any services.
- Saves travel time. Appreciate the ability to interact with a larger group across Iowa.
- Good quality service/product.
- Price, reliability, service.
- Effectiveness, professionalism of employees, customer service
- Prompt action to voice problems.

- Internet firewall
- Recent uptimes
- Very reasonable cost
- Reliable service.
- Seems like a good value.
- For Regional Meetings.
- Friendly and patient staff when they make a visit.
- Idea was good.
- From recent relocation: showed up on time, made connections quickly, and did a great job.
- Services are seamless and down time is minimal.
- If teleconferencing is part of ICN, then I very much appreciate the ease and reliability of the system. It is user friendly.
- Always friendly and knowledgeable.
- We only access some of the services and our technology director takes care of most of those so I am not the best person to ask these questions.
- Usually they just work and I don't' have to think about it.
- Having the resource readily available for teleconferencing; access to the Internet
- It worked fine when we use to use it on 4th, loved the service.
- Fiber is great, construction costs were right
- Friendly, always willing to help
- One stop shop
- Professionalism
- Programming is very good. Internet is excellent.
- Very reliable Internet service.
- Better response than ISP's; Professional/courteous
- They offer valuable service that is dependable.
- It's stable and reliable. Always helpful and informative if there are issues.
- My work internet is fast and reliable.
- We were having issues with our equipment and the ICN was willing to help us out until we had our hardware issues resolved.
- People in our community are able to receive continuing education classes and attend meetings with driving long distances.
- Internet & Data
- Quick response to problem solving
- Generally a good service for the money we pay. Really works hard to provide reliable and robust services to schools.
- Great service at a fair price
- Quality of service. Up Time
- We have working telephones and internet.
- Internet service is excellent.
- ICN is the gateway of communication. Very fast, reliable and friendly. They are also willing to go the extra mile in helping in the community as well as in the workplace.
- I would have to say I basically don't know they exist because the applications I use work.
- Good responsiveness when a problem is reported.

- Value and reliability
- Good value for internet
- Account manager is great
- Great value
- ICN staff have always been very professional and quite helpful to me.
- We almost never use the ICN for video anymore. Long distance is about all we use.
- Essential for our program (and others in bureau) to have teleconference 800 line for use.
- It is very economical to use the conference call service in both the low cost of the service and the efficiency it brings to my staff.
- Communication and coordination.
- We rarely use ICN now that webinars are so prevalent.
- I appreciate my phone and internet and especially when they are working.
- Accessibility, dependability.
- Quick and very helpful.
- Fast friendly and professional service
- Great internet service and long distance. ERate contacts respond in timely manner. Prices are competitive.
- Help desk for the ICN room when I have trouble with echoing and such.
- It is a means to an end, as long as I am able to use my phone and computer I am happy.
- Quality Internet access
- Enables a statewide conversation between participants using a cost-effective tool.
- Providing a valuable service at a great price.
- It used to be for the cost!
- Provides good internet, statewide coverage for many, many governmental entities.
- It allows our students to take classes not offered here.
- Value.... low cost, high performance.
- Having classes that we can't usually have with our small school and staff
- Always helpful and expedient.
- The support staff is awesome!
- Fast, efficient services
- They are always professional and willing to listen to my concerns.
- Good value for the money. We get great speeds for a reasonable price. Technicians that come on site are usually very knowledgeable and helpful.
- Being able to receive our bills online.
- Uninterrupted service
- Things are done in a timely manner.
- They have very good uptime stats, rarely experience issues with our internet services.
- They keep our systems running so we can work in the field.
- Provides opportunity to share scarce classes.
- Consistency.
- Use of ICN for classes here at the high school.
- Reservation-less phone conferencing.

- That we are able to get the information to doctors without a lot of travel involved and loss of income.
- Internet and phone have minimal issues.
- Quality of services.
- Very reliable.
- Convenience, quick, professional and easy to work with.
- They are always timely in resolving any issue we have in connecting to sessions.
- Service is provided quickly and professionally.
- Don't have to travel as far for a meeting.
- It gives us best cost/performance with minimal downtime.
- Provide quality and reliable service.
- Internet speed is great.
- Use of ICN reduces travel time for meetings with our clients.

How can ICN improve to assist your agency?
Comments:
- Share what services are provided by ICN.
- Better scheduling of service techs and notification of when they will show up.
- Encourage smaller school districts to utilize it, to provide more opportunities for students.
- Continue to partner with AEAs
- Do more for rural customers.
- I am not aware of all you offer once our ICN room is gone
- Lower prices on bandwidth.
- Make telephone service affordable so I can bundle everything with ICN.
- They are doing fine
- Evaluate why ICN costs are more expensive then private internet costs. Respond to general calls within at least a day. Respond to outages, problem and technology "emergencies" within 30 to 60 minutes.
- More communication on services and let us know when you need to come into our buildings.
- They are too expensive, privatize and it will reduce prices. They do not allow the amount of data to flow freely between buildings, I bet the insurance companies do not have this problem.
- Can update the facility with new equipment?
- Communicate Services
- Get my invoicing correct and establish or not if you're going to allow 65% discount through Health Care Connect Fund as we are part of IRHTP and currently without the discount I'm struggling and our Administration is struggling to see the benefit in the investment we placed into becoming part of IRHTP.
- Standardize equipment across all locations so it's easier to assist distant colleagues and to use multiple locations without assistance or confusion
- Develop a pricing model where you charge by average usage. That way there is no cap and it takes the pressure off of having adequate bandwidth when required of the DE.
- Promote ways to utilize service.

- The reports seem to very time intensive. Guessing the cost savings for staff, those who attended, etc. seems like guess work (especially when the reports are done so long after the services has been used). Perhaps that was just an issue with our staff not doing the reports very often though?
- Do not send me a Christmas Card!!!!!!!!! We/you are a state agency. Why are you sending Christmas Cards.
- More information for classroom teachers of IP video
- Fix the billing system, so it's easier for customers to understand
- Anything tools wise that can help us monitor and improve our network.
- Faster Speeds at lower cost.
- Technical issues pop up with the IP video classrooms-not sure if anything can be done. Provide recording option on a regular basis for the IP video classes and storage of the recordings.
- I believe the processes I deal with are in very good order.
- Fix IE timeouts - page can't be displayed that comes up on almost every page. Could be our issue here too.
- Better IP Video Capabilities
- We do not use ICN for any services.
- Nothing. Everything is good!
- Continue to upgrade our service
- Be more proactive in helping us understand changes and how they may affect our situation. For example, the cost decrease in going direct to the ICN was more by word of mouth than a formal announcement. While it is my understanding that all schools could have taken advantage of the new pricing with a new contract, I don't think all the schools were aware of this option. It also happened after the e-rate window open, which caused some confusion too. I But that may be because nothing was official or could be announced prior to January 1.
- Keep up the good work.
- Upgrades to system--keep up with the competition
- Flexibility
- Keep growing ... it would be nice if you could deliver service to our rural health clinic in Earlham.
- We are still having web-site issues that have gone on over 2 years. We are just the bottom of the ladder. WE get many complaints from the public but we are getting nowhere.
- We have shut down as a site. Too many hassles letting people in on weekends and keeping equipment up to date. ICN system is outdated due to all of the other video conferencing technology out there.
- Inform us as to what services ICN does provide. Do not like the telephones ever since installation of the Siemens phones - try not to use the phones due to poor quality, difficult to transfer calls, prefer to not use these phones at all!
- We are beginning a new phase where other services may become more useful to us. It would be good to have a list of the extra services available.
- Since I rarely need to contact ICN, there's not much that needs change.
- Convenience of having upstairs in building was great.
- Keep up the good work
- When we put in a work order could there be an estimated time the work will be done, such as within 2 to 3 days. you put in your order, within a day respond we have it on the calendar 10-12 days out. Then when it is closer letting us know when you plan to be here. I usually never know when it will be completed until you arrive. It would be nice to plan out, so we can make arrangements around when this will be completed.
- Faster and more stable internet service
- Listen closer. Respond faster (at times) overall fine
- Better communications when changes are being planned that cause the termination of our ICN classroom.

- Monthly/Quarterly Newsletter to update the happenings of the ICN. Emails/phone calls when service is unstable.
- Alert notifications of outages that can affect our facility. More is better than none.
- Would like to see services to our outlying offices. (They are literally in cornfields)
- EDUCATION! I don't know what services/features are available to me and my co-workers.
- Notify us before we call you if there are issues with the ICN services.
- Proactive alerts when you have a system issue.
- Help us set up our long-distance learning classroom.
- Be more proactive in service calls. Be more thorough in follow up. When a service call comes through, look at it as a "we'll do what it takes to solve this problem," as opposed to "sorry, it looks like it's not a problem at my level . . . goodbye."
- Billing could be accurate.
- Make it more clear which services we use from ICN and how to get help if needed.
- Checking in with customers periodically is good business.
- Keep up the great work.
- Communication on outages (planned or unplanned)
- More communication and status updates during issues
- At times when you talk to your ICN rep the timeliness on answers is not as timely as they could be.
- Be more dependable.
- They are already perfect
- Continue to provide low cost and high performance. Continue to support small districts in rural areas.
- Update the equipment once ICN reservation has been made, it would be more efficient to allow the requester to adjust the reservation (add or delete site request).
- I cannot think of anything additional today.
- Network security options are an area I feel ICN is lacking. We are interested in NAC/NAP options but to date have been told ICN does not provide those services. I feel ICN does a good job at a small feature set, but we would like to see more features available. Voicemail to Email is another service we have been told is not available, but something we would be interested in. It seems like ICN has stopped developing products to meet future needs and is only upgrading existing options. Smaller items that could use improvement include a better ticketing system, FAQ section and better communication of new products.
- Everything is good right now.
- Outages are unforeseen. We realize you can't predict when they are going to happen. When you are aware of them, it would be nice if you could find a way to contact the major offices to let staff know this.
- I would like help converting from current ICN room to the IP Video Conferencing.
- Get the classes up and running on time and get the origination sites up to par so we don't have to continually wait to broadcast
- Inform school districts of what they serve
- Better internet pricing
- Continue to offer efficient, timely tech support.
- Hard to improve when so good.
- Needs to be consistency in how the ICN works. Sometimes it works good, the next time sound quality does not work at different sites. They shut it down and sometimes that helps, sometimes, it doesn't.
- Not sure at this time. Maybe provide information on where they have or plan to have connectivity.

- Keep up the great work
- We are satisfied as is.

What are your TWO preferred methods of contact?

Answer Options	Response Percent	Response Count
E-Mail	96.3%	341
Direct Mail	9.6%	34
Website	11.0%	39
Company Newsletter	2.5%	9
Facebook (or other social media)	2.0%	7
Telephone	59.9%	212
Video Conference	1.1%	4
Face-to-Face	8.8%	31

Findings: Email and telephone are the preferred methods for ICN to survey respondents.

Comments:
- Never used
- Email through known state department staff only; we do not know the ICN partners or staff.
- I like to reach folk a number of ways but response limited to two ways. We never use Facebook for work.
- Depends on needs, use video webinar also

Is there an additional contact in your work area that would be an appropriate recipient of this survey?
65 names were provided.

Optional: If there are additional subjects that you would like to discuss with ICN management, please provide your contact information in the space below, as well as a brief description of the topic.
Contacted three individuals that left their names and no comments. One issue was resolved by phone and email.